

Digital Transformation in the Government of Canada

Enabling Government in the Digital Age

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***Applying the culture, processes,
business models and technologies of
the internet era to respond to people's
raised expectations.***

Tom Loosemore, Public Digital

Enabling the Government of Canada's Digital Agenda

**Addressing
technical debt**

**Championing
agile, open and
user-focused
methods**

**Better service
delivery means
accessible, simple
and trusted services
and programs.**

**Expanding
open data**

**Improving the digital
experience for
Canadians**



ADDRESSING TECHNICAL DEBT

Last year's Government of Canada annual IT spend was more than \$7.5 billion.



CHAMPIONING AGILE, OPEN AND USER-FOCUSED METHODS

We need to embrace new ways of working that combine lessons from the past and current best practices.

Government of Canada's Digital Standards



Design with users



Collaborate widely



Iterate and improve frequently



Be good data stewards



Build in accessibility from the start



Use open standards and solutions



Work in the open by default



Design ethical services



Empower staff to deliver better services



Address security and privacy risks

Get Updates on COVID-19

an email service from the Government of
Canada about the coronavirus outbreak



The Product

**Working in partnership,
leveraged existing tools
to launch the service in
two weeks**

The screenshot displays the 'Notify Alpha' website interface. At the top, there is a header with the Government of Canada logo and the 'Notify Alpha' branding. Navigation links for 'Product features', 'Technical documentation', and 'Contact us' are visible. The main content area features a dark blue background with the headline 'Send service updates by email and text message'. Below this, a sub-headline reads 'Try out *Notify*, a new messaging platform for the Government of Canada.' There are two call-to-action buttons: 'Create an account' and 'Log in'. To the right, an illustration shows a smartphone and a laptop displaying notification messages. Below the main content, a breadcrumb trail indicates the current page: 'Canada.ca > Coronavirus disease (COVID-19) > Outbreak update'. The section title is 'Get Updates on COVID-19'. A light blue banner with a virus particle graphic is positioned above the sign-up form. The form text states: 'You are signing up to receive updates from the Government of Canada about Coronavirus (COVID-19). What is your e-mail address? (e.g. yourname@domain.com)'. There is an empty text input field and a green 'Subscribe' button.

The Approach

Agile, Iterative, User Focused, Open



**Daily Check-ins &
Status Reports**



**Content based on
users**



**Transparent
process**



Stories matter

EXPANDING OPEN DATA

The Government of Canada generates an incredible amount of data. But we aren't making full use of it.



Gender Inclusive Services

**The Policy Direction to Modernize the
Government of Canada's Sex and
Gender Information Practices**

- 1. Focus on the outcomes for people.**
- 2. Web of influence: Empower changemakers at every level.**
- 3. Embrace discomfort.**

Thank you!

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